



State of Texas

TEX-AN Next Generation

Billing Plan

Table of Contents

1. INTRODUCTION	1
1.1. Purpose	1
2. BILLING PLAN OVERVIEW	2
2.1. Billing Plan Approach	2
2.2. Sources of Change	2
2.3. Key Personnel	2
3. BILLING PLAN PROCEDURES	6
3.1. Billing Escalation List	6
3.2. Billing Process Description	6
3.3. Billing by CKR	7
3.4. Electronic Billing	7
3.5. Additional Reporting Options	8
3.6. Samples of Standard Bills	9
3.7. System Data Export Capabilities	9
3.8. Prorating Services	10
3.9. Rounding Charges or Units	10
3.10. Disputes, Credits and Adjustments	10
3.11. Back-Billing and Vendor Initiated Rate Changes	11
3.12. Reconciling the Other Areas of the CTSA	11
3.13. Security of the Billing Database	12
3.14. Invoicing DIR at the Allowable Rates	12
3.15. Cost Recovery Fee (CRF)	12
3.16. Monthly Consolidated Invoice	12
3.17. Daily CDR Feed	12
APPENDIX N - A – SAMPLE INVOICES	14

1. INTRODUCTION

1.1. Purpose

The purpose of this Billing Plan is to assure DIR that the underlying systems, processes and procedures provided by tw telecom shall effectively support timely and accurate Billing of Services to DIR and its Customers(s).

2. BILLING PLAN OVERVIEW

2.1. Billing Plan Approach

This Billing Plan employs processes to ensure that DIR and DIR customers receive effective support and to define the processes and procedures which support timely and accurate billing between **tw telecom** and DIR.

tw telecom is committed to our customer's and their experience with service delivery and support. To this end, we have defined processes and procedures that have been developed as a result of customer feedback that are focused on ensuring a positive experience when working with **tw telecom**. These processes are outlined in this document.

2.2. Sources of Change

Any changes to this document will be mutually agreed upon between **tw telecom** and DIR.

2.3. Key Personnel

<p>Lead Account Manager (Relationship Account Manager)</p> <ul style="list-style-type: none"> Lead member of your support team, with a focus on the delivery of new services and applications Lead Account Manager will partner with and support account managers in other Texas markets (San Antonio, Fort Worth, El Paso, Dallas and Houston) who have responsibility for driving TEX-AN NG business in their respective markets. Specializes in designing network solutions for any of your needs. 	<p>Mark Strobel - Austin (512) 485-1790 - Voice mark.strobel@twtelecom.com</p> <p><i>There are five additional Account Managers within TX to assist in supporting TEX-AN NG customers.</i></p>
<p>Lead Network Application Engineer (Technical Sales Support)</p> <ul style="list-style-type: none"> Supports any technical aspects of your solutions and services pre and post sales. Lead Network Application Engineer will partner with and support Network Application Engineers in other Texas markets (San Antonio, Fort Worth, El Paso, Dallas and Houston) who have responsibility for supporting TEX-AN NG technical needs in their respective markets. Assists in all pre-sales design, configuration, diagrams and requirements as well as ongoing support and review with the lead of the Senior Account Executive. Works in tandem with the Account Manager as part of the account team to provide complete technical support resources for any and all applications/services. 	<p>Dave Stewart - Austin (512) 485-1798 Voice dave.stewart@twtelecom.com</p> <p>Casey Dodson – Austin (512) 485-1759 Voice casey.dodson@twtelecom.com</p> <p><i>There are twelve additional NAEs within TX to assist in supporting TEX-AN NG customers.</i></p>

<p>Lead Voice Application Engineer</p> <ul style="list-style-type: none"> Provides expert technical sales engineering support for complex voice solutions. Lead Voice Application Engineer will partner with and support Voice Application Engineers in other Texas markets (San Antonio, Fort Worth, El Paso, Dallas and Houston) who have responsibility for supporting TEX-AN NG voice-related technical needs in their respective markets. Works with the customer, sales and sales engineering for the technical design and feasibility in complex voice applications and solutions. Coordinates post sale technical assurance interview with the customer and vendor. Ensures/validates the Order for timely and accurate completion. Provides the customer, vendor and internal organizations confirmation of the final technical assurance for the solution/order. 	<p>Mike Debenedictis - Austin (512) 485-1757 Voice mike.debenedictis@twtelecom.com</p> <p><i>There are three additional Voice Application Engineers within TX markets to assist in supporting TEX-AN NG customers.</i></p>
<p>Sales Director (Contract Administrator)</p> <ul style="list-style-type: none"> The manager responsible for the assignment and performance of the Account Executive and overall account team. Frequently supports complex application opportunities and can serve as a point of contact for the escalation of issues or needs. 	<p>Patrick Kufrovich - Austin (512) 485-1788 Voice patrick.kufrovich@twtelecom.com</p>
<p>Vice President and General Manager</p> <ul style="list-style-type: none"> Signature authority for contract negotiations Executive contact for the majority of support Overall sales and operations responsibility for the respective region 	<p>Rick Brackeen - Austin (512) 485-1761 Voice rick.brackeen@twtelecom.com</p>
<p>Customer Project Manager</p> <ul style="list-style-type: none"> Dedicated CPM resource assigned who functions as the single point of contact for all implementation needs. CPM resource is always available to customers on a 24/7 basis. Customers will generally receive customized communications based upon specific account needs. Expedite requests receive automatic approval from Service Delivery. Requests for after hours activities take priority over all others. Skilled technicians are assigned to support specific customer accounts. CPM will have expert knowledge of customer's deployed networks and uses. CPM works with local Customer Project Coordinators in each respective market to assist with the ordering and implementation on a local basis. 	<p>Cory Bolton (303) 566-5846 cory.bolton@twtelecom.com</p>
<p>Director of Operations</p> <ul style="list-style-type: none"> Responsible for the city infrastructure. Work with Director of Operations in other TX markets regarding installations related to the TEX-AN NG contract and DIR customers 	<p>Victor Gonzalez - Austin (512) 485-6394 Voice victor.gonzalez@twtelecom.com</p>

<ul style="list-style-type: none"> Manages technicians, engineers and outside plant team to ensure we build and maintain the highest performing network possible. 	<p><i>There are five additional Operations Directors within TX markets to assist in supporting TEX-AN NG customers.</i></p>
<p>Senior Service Manager</p> <ul style="list-style-type: none"> Act as the single point of escalation to assigned customers. Manage the service plan, MSA or SLA, and escalation procedures for assigned customers. Ensure escalation procedures are current at all times. Manage resources via front-line supervision. Gain intimate knowledge of the assigned customer's services and products. Respond promptly to service requests. Proactively identify and resolve procedural order flow or technical issues that are potential customer service problems. Demonstrate leadership in resolving issues and concerns for customers' services. Monitor and follow through to resolution. Provide a single point of contact on Tier II services and maintenance escalations if the established escalation process fails. Provide 24x7 support to the customer as needed for emergencies, special routines, cut-over and any and all activity the involves or touches the customer's products and services. Partner/align with the Implementation Project Manager supporting assigned customers. Interface with all operating teams in field operations, NOC, sales teams and engineering as needed. Partner/align with the sales team. Partner/align with city ops and sales to provide quality coordinated on-site service for customers. Provide data and feedback to other internal organizations. Initiate and maintain ongoing discussions with sales on growth areas and customer performance expectations. Provide input on new projects and forecasting for assigned customer as needed to ensure proper service levels will be achieved Gather customer expectations and provide metrics to support quality of experience. 	<p>Sharlee Neet (303) 566-5951 sharlee.neet@twtelecom.com</p>

Account Management Specialist (Billing Manager)

- Manages the customer's experience *post-installation* to ensure complete customer satisfaction and to ensure all customer needs are met.
- Primary point of contact on non-sales related activity
- Inventory management:
 - Complete inventory tracking and updates
 - Perform sales notification and tracking of expired services
- Monitor completed orders, update inventory and provide proactive notification of changes
- Contract compliance (i.e.: expiration, MSA adherence, renewals, pricing)
- Escalations as necessary where the customer relationship may be in jeopardy (i.e.: issues with the Denver Operations Center in closing a ticket, slow moving order escalation and prolonged bill disputes)
- Develop Customer Account Profiles with information such as complete inventory, account numbers, monthly run rate, bill dispute history and trouble ticket history

Shannon Jones

(512) 485-6395

shannon.jones@twtelecom.com

3. BILLING PLAN PROCEDURES

3.1. Billing Escalation List

The main billing number for **TWTC** Customer Care is (888)-333-0520. Invoices can also be viewed online at <https://customerportal.twtelecom.com>

First Point of Contact: DIR's Account Management Specialist (AMS) from the list above.

Second Point of Contact/Escalation: Local Account Manager from the list above.

3.2. Billing Process Description

tw telecom bills our customers once a month and has four billing cycles – the 1st, 10th, 15th, or 20th of the month. **tw telecom will bill the DIR consolidated invoice once a month on the 1st billing cycle** Invoices are mailed via USPS within four business days after the billing cycle. Customers can also access their **tw telecom** invoices on-line. Customers can download their billing data through our secure web portal, MyBilling. When customers sign up for MyBilling via the MyBilling web portal, they can also use **tw telecom's** electronic invoice payment service, ePay, which provides customers with the added convenience of easily paying their bills on-line.

tw telecom currently offers bill media in the form of paper, EDI (for qualified customers at no additional cost) and via MyBilling, **tw telecom's** on-line invoice presentation tool. Regarding carrier services, **tw telecom** is compliant with industry standard SECAB mechanized format. This format can be transmitted via ftp or via email.

MyBilling provides an invoice in PDF format as well as downloadable flat files which contain usage, conferencing and circuit data, allowing the customer to download and manipulate all data appearing on their invoice to suit their business needs.

For services billed directly to DIR as the billing agent, **tw telecom** will provide the monthly consolidated invoice electronically as required.

Your designated **tw telecom** Account Management Specialist is always available to assist with any additional billing analysis that may be desired, including reconciliation. Billing support is also provided by our Denver and O'Fallon Operations Centers. Billing Increments

For all **tw telecom** long distance services where measure rates apply, voice calls have two billing components: the minimum and the increment. The minimum and increment values depend on the type of call. All long distance Intrastate, intraLATA, Alaska, Hawaii and Interstate calls are billed in minimum and increments of 6/6. All international calls and Canada are 30/6 with the exception of Mexico, which is 60/60. For example, 30/6 indicates a 30 second minimum and a six second increment. This means that the call will be billed a minimum of 30 seconds. After the minimum is met, the call is billed in six second increments. There is a minimum \$.01 charge on all 1+ and 8xx calls.

All long distance charges are carried out to the third decimal place. Rounding takes place based on the fourth decimal place where four and greater round up. The total of all call charges in a section of the invoice are rounded to the nearest whole cent.

A location's rates are determined by the termination for outbound (1+) calling, and by origination for inbound (8xx) calling. For traffic within the 48 Contiguous United States, a location will have four possible rates, though some may be duplicates:

- 1+ Intrastate
- 1+ Interstate
- 8xx Intrastate
- 8xx Interstate

Inbound LD traffic also can be accepted from Alaska, Hawaii, Canada, Puerto Rico, Guam, and the US Virgin Islands - each of these originations will have its own rate and have an interval of 30/6. Outbound traffic can be terminated to any country on the planet with telephone service, along with satellite telephone providers and US Antarctic locations. The rate for an outbound call to an international location is determined by the country of termination as well as whether the number called is a landline (fixed) number or a mobile (cellular) number.

Other voice, Internet and data services are flat-rated at a fixed monthly charge.

3.3. Billing by CKR

tw telecom understands that a unique CKR will be assigned for each service ordered by a customer and will include the CKR on every monthly invoice, including electronic invoices which can be downloaded from our online web portal. Each CKR will be set up as a separate account, then rolled up to the DIR level for a monthly consolidated invoice.

Usage will be provided to DIR on a monthly basis as specified in the Vendor Reporting Guide.

For customers that are billed directly by the Vendor, usage detail will be made electronically available via our online billing platform, MyBilling, on a monthly basis. Real-time call detail and charges are not available. Our billing systems consolidate data from various internal databases to display in one invoice to the customer.

3.4. Electronic Billing

tw telecom will provide DIR with a single electronic monthly consolidated invoice in tab delimited format which includes all services where DIR is the customer of record within ninety (90) days of contract execution. Invoices will be provided in this way until such time as tw telecom and DIR mutually agree on XML interface specifications.

In addition, for services that tw telecom will bill directly to DIR customers, The MyBilling web portal gives customers access to their tw telecom invoices on-line via the MyBilling web tool. Customers can download their billing data through our secure website. When customers sign up for MyBilling, they can also use tw telecom's electronic invoice payment service, ePay, which provides them with the added convenience of easily and securely paying their bill on-line.

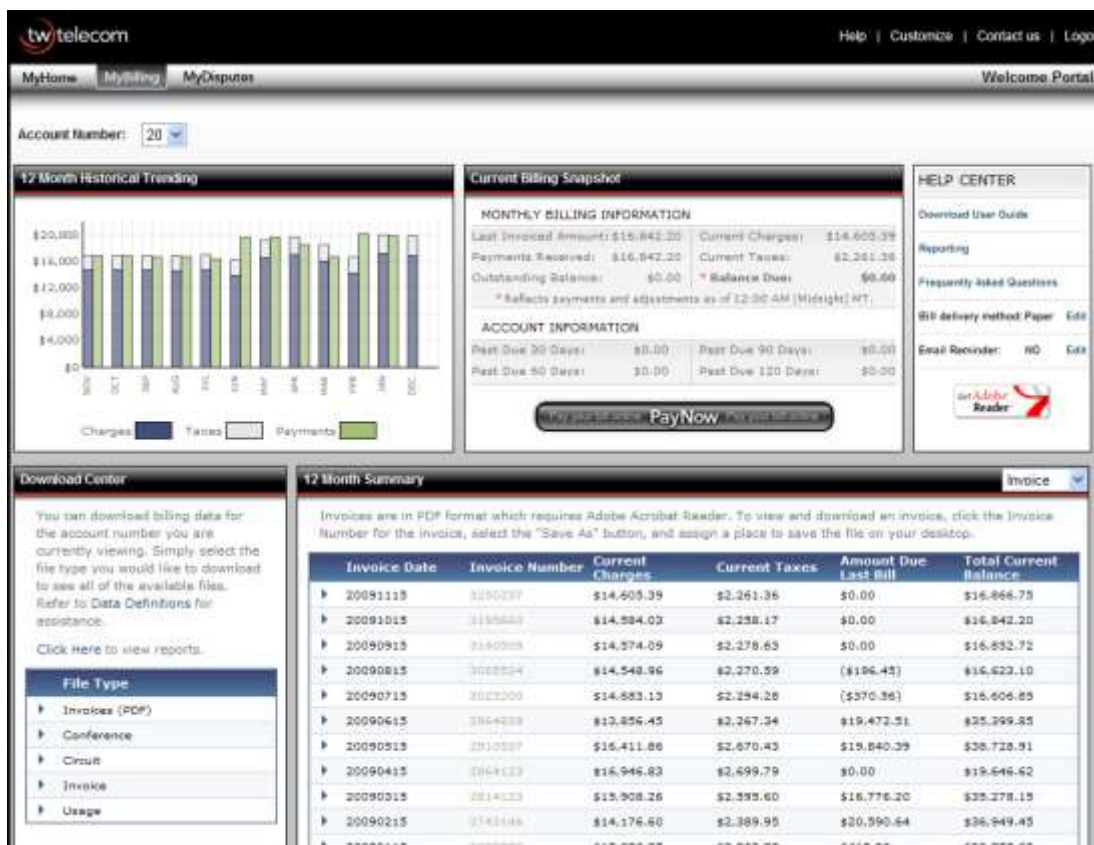
MyBilling/ePay

With MyBilling, end user customers can download a PDF image of their current invoice, their usage, circuit, conferencing, and invoice detail information, as well as the previous two month's worth of data. MyBilling is a secure, reliable and easy way to view and pay **tw telecom** invoices. Customers can access MyBilling through an updated link on their email notification, sent to them monthly when their invoice is available. By downloading your invoice, you will also be able to format usage and circuit data in a format that can be used to meet your specific business needs.

Payment is accepted via lockbox remittance (check/money order), wire transfer, Electronic Funds Transfer (EFT), and ePay by electronic check or credit card (must be a small business or government account). **tw telecom** has partnered with JPMC to provide on-line ePay services through MyBilling. ePay is available to all **tw telecom** end user customers who use MyBilling. All ePay requests originate from MyBilling and are sent by **tw telecom** to the US Bank ePay site through a safe, secure connection.

tw telecom has taken every appropriate industry measure to ensure that MyBilling is secure. Our site is set up to maintain your privacy and protect confidential information by requiring customers to log in with a unique username and password. Customers will have the ability to establish a user name and password upon registration.

MyBilling – ScreenShot



3.5. Additional Reporting Options

Below is a brief description reports that can be produced from the MyBilling information:

Invoice Summary. This report displays an overall summary of the customer's charges similar to what they would see on their paper invoice.

Invoice Summary by Service Location. This report will enable a customer to see their invoice broken down by service address. In addition, if you download this report to .csv format, you can further filter/sort all of your products by service address.

Circuit Detail. This report will allow the customer to see circuit information for the Private Line and Long Distance products. It is sorted by service address.

Installation/Other Charges. This report displays installation charges for the various products. It also will show all additional charges that fall into our "Other" category such as Late Payment Charges.

Conferencing Detail. If the customer has purchased any of our conferencing products the details of the billing will be displayed.

Provisional Element. This report is for a small subset of key customers. It maps all products to a provisional element (circuit/TN) so that a customer can see all of their billed charges per circuit.

Usage Overview by Account Code. This is a summary level report of usage charges sorted by the customer's account codes. It displays the account code, # of calls, minutes and dollars.

Usage Overview by Call Type. This is a summary level report of usage charges sorted by the individual call types. It displays call type, # of calls, minutes and dollars.

Usage Overview by Originating Number. This is a summary level report of usage charges sorted by the originating TN. It displays originating number, # of calls, minutes and dollars.

Usage Detail by Account Code. This report contains the detailed level usage charges by Account Code. It displays call date, call time, number called, area & state called, minutes and amount.

Usage Detail by Originating Number. This report contains the detailed level usage charges sorted by the originating TN. It displays call date, call time, number called, area & state called, minutes and amount.

3.6. Samples of Standard Bills

Sample **tw telecom** invoices are included in Appendix A of this plan.

3.7. System Data Export Capabilities

MyBilling provides an invoice in PDF format as well as downloadable flat files (including Excel) which contain usage, conferencing and circuit data, allowing the customer to download and manipulate all data appearing on their invoice to suit their business needs.

3.8. Prorating Services

For switched access and local interconnection bills, usage is billed in arrears and circuits are billed in advance. Customers pay any and all taxes, fees, surcharges or assessments unless **tw telecom** is provided with an exemption certificate. Payment will be made in accordance with the Texas Prompt Payment law, Texas Government Code, Chapter 2251.

3.9. Rounding Charges or Units

All long distance charges are carried out to the third decimal place. Rounding takes place based on the fourth decimal place where four and greater round up. The total of all call charges in a section of the invoice are rounded to the nearest whole cent.

3.10. Disputes, Credits and Adjustments

If the customer disputes a charge, the customer must log the dispute by completing and submitting a dispute form via **tw telecom**'s web portal located at <https://customerportal.twtelecom.com/>, or by contacting **tw telecom**'s dispute telephone line at 1-800-829-0420, by contacting their Customer Account Manager. All disputes must be submitted to **tw telecom** in the manner specified above within 120 calendar days of the date of the invoice associated with the disputed charges, or the invoice shall be deemed correct and all rights to dispute such charges are waived.

If twt or DIR discover a discrepancy after 120 days, tw telecom will make the correction but the credit adjustment would be the date that the error is corrected and not the original date that incorrect billing appeared on an invoice?

MyDisputes allows customers to submit and review any disputed charges on-line and can review complete details on the specific charges, date ranges and amounts being disputed. Once a dispute is submitted and a confirmation number is received customers will receive an email within two business days with the formal dispute ID and the contact information for the **tw telecom** Dispute Specialist handling the dispute. Upon resolution of the dispute, the Specialist will provide a Billing Dispute Status Report detailing the following:

- The decision on whether the dispute is approved or denied.
- The basis for the decision.
- The investigation findings.
- The amount of any billing adjustment that is found to be due.

The date of the invoice on which the adjustment will appear.

Below is a screen shot of the "Create a New Dispute Charge" page within MyDisputes.

Create a New Dispute Charge

**Required Field*

*Invoice Section: -- Please Select --

*Location City: -- Please Select --

*Type of Charge: -- Please Select the Invoice Section --

*Reason for Claim: -- Please Select the Invoice Section --

Location Address: 50 characters remaining

*Type of Service:

tw telecom Circuit ID:

*Amount Charged: (Numbers and decimals only)

*Amount Disputed: (Numbers and decimals only)

*Invoice Date:

*Charge From:

*Charge To:

*Explanation/Comments: 4000 characters remaining

A **tw telecom** Billing Disputes Specialist will be assigned to research and resolve the dispute. Disputes are acknowledged within seven business days and resolved within 60 days after receipt by **tw telecom**. As a general practice, **tw telecom** does not back-bill more than 120 days (current + 90 days). This applies to usage as well as MRC.

The timing of the resolution depends on the complexity of the dispute. The more complex (i.e., number of services involved, time frame, whether we have all the documentation needed and other involvement), the longer the resolution will take.

Currently, we are closing 90% of our disputes within 30 days which means the credit would appear within one to two billing cycles.

3.11. Back-Billing and Vendor Initiated Rate Changes

As a general practice, **tw telecom** does not back-bill more than 120 days (current + 90 days). This applies for usage as well as MRC.

Any vendor-initiated rate changes would be discussed with DIR and the effective date would be mutually agreeable between DIR and **tw telecom**.

tw telecom will submit rate changes in accordance with the contract.

3.12. Reconciling the Other Areas of the CTSA

Your designated **tw telecom** Account Management Specialist is always available to assist with any additional billing analysis that may be desired, including reconciliation. Billing support is also provided by our Denver and O'Fallon Operations Centers. DIR's Account Management Specialist will be:

Shannon Jones
(512) 485-6395
shannon.jones@twtelecom.com

3.13. Security of the Billing Database

For DIR customers that are billed directly by tw telecom, we have taken every appropriate industry measure to ensure that our online billing platform, MyBilling is secure. Our site is set up to maintain your privacy and protect confidential information by requiring customers to log in with a unique username and password. Customers will have the ability to establish a user name and password upon registration. MyBilling is accessible via a web browser.

3.14. Invoicing DIR at the Allowable Rates

tw telecom will invoice DIR and its Customers at the rates proposed plus any applicable taxes, fees and surcharges as described in the RFO.

3.15. Cost Recovery Fee (CRF)

For Services ordered directly from tw telecom, tw telecom will bill the Customer directly. Upon contract award, tw telecom will adjust our pricing schedules by the amount of the CRF. Actual billing to agencies would include a markup equivalent to the CRF.

For Services ordered by DIR on behalf of its Customers, tw telecom will bill DIR at the contracted rate.

3.16. Monthly Consolidated Invoice

tw telecom will provide DIR with a single electronic Monthly Consolidated Invoice which includes all Services provided to DIR by tw telecom. DIR will have the ability to load the Monthly Consolidated Invoice into a DIR designated system as described in 3.6 above.

3.17. Daily CDR Feed

tw telecom does not have the ability to provide DIR with access to a daily CDR feed. Call detail information will be provided monthly. This also applies to the Monthly Consolidated Invoice.

If DIR has an emergency need for daily information, tw telecom can pull the data upon request, but the information will only go back 24 hours.

tw telecom will assume direct Customer billing options on ALL services at any time with a ninety (90) business day written notice from DIR. tw telecom will cooperate with DIR to amend the CTSA as necessary to alter the billing and remittance responsibilities.

RFO Section 4.6.4 – Invoices

4.6.4.1 tw telecom will provide DIR with a monthly consolidated invoice which includes all data elements in the format specified by DIR as provided during the onboarding process.

tw telecom's invoice will allow DIR to:

1. Create a single detailed monthly invoice file
2. Reconcile the detailed billing files to the Invoice
3. Verify billing information back to an Order
4. Validate the accuracy of each charge in the billing file
5. Verify accuracy of the adjustment file (including credits) at the detail level; and
6. Support the management of inventory

APPENDIX N - A – SAMPLE INVOICES

Sample Voice/Data Invoice

Sample Invoice for
Telecom Services

NEED ASSISTANCE?



For Customer care or
24-hour Maintenance:
(800)829-0420

on behalf of tw telecom of texas llc

Account Number 5678



Invoice View:
<https://customerportal.twtelecom.com>

Invoice Number: 05678

Bill Date: January 15, 2009

Company Name
ATTN
Address
City, State Zip Code

9

A BALANCE DUE, PAYMENTS, ADJUSTMENTS, LATE PAYMENT CHARGE

Balance Due From a Previous Statement	\$3,610.69
Payments	(\$3,610.69)
<u>TOTAL Balance Due For Section A</u>	<u>\$0.00</u>

CURRENT MONTH ACCOUNT CHARGES SUMMARY

C Basic Service	\$1,670.50
D Call Management	\$33.02
E Internet & Data	\$1,813.16
I Intralata and/or Long Distance Calls	\$78.03
<u>TOTAL For The Current Month</u>	<u>\$3,594.71</u>
<u>TOTAL Balance Due From Section A</u>	<u>\$0.00</u>
<u>TOTAL Amount Due Please Pay By 2/14/09</u>	<u>\$3,594.71</u>

The 1st Quarter 2009 Federal Universal
Service Fund (USF) rate has decreased from
11.4% to 9.5%.

Please detach and return this remittance portion with your check in the enclosed envelope.

Account Number: 5678 Invoice Number: 05678

Company Name

Bill Date: January 15, 2009

Due Date: February 14, 2009

Amount Due: \$3,594.71

If payment by Check, please include your Account Number

Amount Paid: _____



Check box for address change and complete form on reverse

tw telecom
PO BOX 172567
DENVER, CO 80217-2567

Information such as billing contact
number/email addresses and payment
information is posted on this page.



Invoice for Telecom Service

Your Rights as a Customer

- **Professionalism**...our employees have the finest skills, training and tools to assist you
- **Courtesy**...from everyone you meet or have contact with
- **Efficiency**...we'll get it right the first time
- **Flexibility**...products and services to help you meet your goals
- **Simplicity**...we're easy to do business with

How To Pay Your Bill-Payable in U.S. Currency:

1. Note your account number on your check. Your account number is a 2 to 7 digit account number located on the remittance portion of the statement.
2. Place your payment in the return envelope with the detachable Remittance Portion located on the bottom of Page 1.
3. Mail your payment to:
tw telecom
PO Box 172567
Denver, CO U.S.A. 80217-2567

You May Also Choose To Use Our E-Pay Feature:

Register for Invoice View at www.twtelecom.com for online bill presentment. Choose E-Pay Now from the Invoice View Download Center for convenient, secure, on line payment.

Reduce Paper

We can summarize your local and long distance usage detail on your paper bills, making it quicker and easier for you to review your invoice. E-mail us at reducepaper@twtelecom.com with your account number. We'll still have your call detail on Invoice View, so register at <https://myportal.twtelecom.com>.

Credit/Collections

For credit and collection inquiries: e-mail details to Collection/CreditGroup@twtelecom.com.

If your questions are not resolved after contacting the company, you may call your state regulatory commission. Please contact your state regulatory commission or dial your local PUC.

For PUC numbers in other states, please visit our website at www.twtelecom.com for a complete listing.

Address Change Request

Account Number(s) _____

Company Name _____

Billing Contact Name _____

New Address _____

State _____ Zip _____ County _____ Country _____

In the event we need to contact you for questions () _____ - _____

Or e-mail _____

Page 3 of 37
January 15, 2009
Account Number: 5678
Invoice Number: 05678

A. BALANCE DUE, PAYMENTS, ADJUSTMENTS, LATE PAYMENT CHARGE

Balance Due From a Previous Statement		\$3,610.69
Payments		
Thank you Payment Received		(\$3,610.69)
	<u>Total Payments</u>	<u>\$3,610.69</u>
Adjustment(s)		
	<u>Total Adjustments</u>	<u>\$0.00</u>
	<u>TOTAL AMOUNT DUE FOR SECTION A</u>	<u>\$0.00</u>

C. BASIC SERVICE

Location ID: 1
Location Name:
Location Address: AUSTIN, TX, 78701

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
Federal Subscriber Line Charge		01/15/09 - 02/14/09	1	\$26.05
VersiPak IPRI St Flt BChan 36m		01/15/09 - 02/14/09	11	\$211.20
VersiPak IPRI Facility 36 Mo		01/15/09 - 02/14/09	1	\$48.00
Long Distance LDIPLD1_1		01/15/09 - 02/14/09	1	\$0.00
		<u>TOTAL Location ID: 1</u>		<u>\$285.25</u>

Location ID: 2
Location Name:
Location Address: DALLAS, TX, 75202

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
Federal Subscriber Line Charge		01/15/09 - 02/14/09	1	\$26.05
VersiPak IPRI St Flt BChan 36m		01/15/09 - 02/14/09	11	\$211.20
VersiPak IPRI Facility 36 Mo		01/15/09 - 02/14/09	1	\$48.00
Long Distance LDIPLD1_1		01/15/09 - 02/14/09	1	\$0.00
		<u>TOTAL Location ID: 2</u>		<u>\$285.25</u>

Location ID: 3
Location Name:
Location Address: HOUSTON, TX, 77019

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
Federal Subscriber Line Charge		01/15/09 - 02/14/09	1	\$26.05
VersiPak IPRI Facility 36 Mo		01/15/09 - 02/14/09	1	\$48.00
VersiPak Digital Facility		01/15/09 - 02/14/09	1	\$0.00
VersiPak Mach IPRI Flat B 36Mo		01/15/09 - 02/14/09	23	\$493.12
Long Distance 8XIPLD1_1		01/15/09 - 02/14/09	6	\$0.00
Long Distance LDIPLD1_1		01/15/09 - 02/14/09	1	\$0.00
		<u>TOTAL Location ID: 3</u>		<u>\$567.17</u>
		<u>TOTAL Charges Without Tax For Section C</u>		<u>\$1,137.67</u>

Page 4 of 37
January 15, 2009
Account Number: 5678
Invoice Number: 05678

Taxes, Fees, Surcharges

Federal Excise Tax	\$44.75
Federal Universal Service Fund (USF) Surcharge	\$8.91
Public Utility Regulatory Act Assessment	\$2.43
State Sales Tax	\$91.70
Texas Telecom Infrastructure Fund Reimbursement	\$18.05
Texas Universal Service Fund (TUSF)	\$46.61
911 Business	\$5.50
District Tax	\$7.29
Local Sales Tax	\$14.58
TX Municipal Franchise Fee - Switched Services	\$257.89
911 Business	\$35.12

TOTAL Tax For Section C **\$532.83**

TOTAL CHARGES FOR SECTION C **\$1,670.50**

D. CALL MANAGEMENT

Location ID: 1
Location Name:
Location Address: AUSTIN, TX, 78701

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
Main Listing		01/15/09 - 02/14/09	1	\$0.00
Call Blocking		01/15/09 - 02/14/09	1	\$0.00
Account Code		01/15/09 - 02/14/09	1	\$5.00
Individual Telephone Number		01/15/09 - 02/14/09	24	\$2.40
<u>TOTAL Location ID: 1</u>				<u>\$7.40</u>

Location ID: 2
Location Name:
Location Address: DALLAS, TX, 75202

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
Call Blocking		01/15/09 - 02/14/09	1	\$0.00
Account Code		01/15/09 - 02/14/09	1	\$5.00
Individual Telephone Number		01/15/09 - 02/14/09	24	\$2.40
<u>TOTAL Location ID: 2</u>				<u>\$7.40</u>

Location ID: 3
Location Name:
Location Address: HOUSTON, TX, 77019

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
Main Listing		01/15/09 - 02/14/09	1	\$0.00
Call Blocking		01/15/09 - 02/14/09	1	\$0.00
Account Code		01/15/09 - 02/14/09	1	\$5.00
Individual Telephone Number		01/15/09 - 02/14/09	84	\$8.40
<u>TOTAL Location ID: 3</u>				<u>\$13.40</u>

TOTAL Charges Without Tax For Section D **\$28.20**

Taxes, Fees, Surcharges

Federal Excise Tax	\$0.88
State Sales Tax	\$1.86
Texas Telecom Infrastructure Fund Reimbursement	\$0.37
Texas Universal Service Fund (TUSF)	\$1.25
District Tax	\$0.16
Local Sales Tax	\$0.30

TOTAL Tax For Section D **\$4.82**

TOTAL CHARGES FOR SECTION D **\$33.02**



DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-006
ATTACHMENT F-18 TO EXHIBIT F
BILLING PLAN
FINAL VERSION

Page 5 of 37
January 15, 2009
Account Number: 5678
Invoice Number: 05678

E. INTERNET & DATA

Location ID: 1
Location Name:
Location Address: AUSTIN, TX, 78701

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ILAN Port 10 Mbps		01/15/09 - 02/14/09	1	\$26.40
VP ILAN Data 512K Intra		01/15/09 - 02/14/09	1	\$287.20
ILAN Internet Access		01/15/09 - 02/14/09	1	\$60.00
<u>TOTAL Location ID: 1</u>				<u>\$373.60</u>

Location ID: 4
Location Name:
Location Address: AUSTIN, TX, 78758

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ILAN Multimarket Intra		01/15/09 - 02/14/09	1	\$0.00
<u>TOTAL Location ID: 4</u>				<u>\$0.00</u>

Location ID: 5
Location Name:
Location Address: DALLAS, TX, 75247

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ILAN Multimarket Intra		01/15/09 - 02/14/09	1	\$0.00
<u>TOTAL Location ID: 5</u>				<u>\$0.00</u>

Location ID: 2
Location Name:
Location Address: DALLAS, TX, 75202

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ILAN Port 10 Mbps		01/15/09 - 02/14/09	1	\$26.40
VP ILAN Data 512K Intra		01/15/09 - 02/14/09	1	\$287.20
ILAN Internet Access		01/15/09 - 02/14/09	1	\$60.00
VP ILAN Offnet DS1		01/15/09 - 02/14/09	1	\$104.00
<u>TOTAL Location ID: 2</u>				<u>\$477.60</u>

Location ID: 6
Location Name:
Location Address: HOUSTON, TX, 77028

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ILAN Multimarket Intra		01/15/09 - 02/14/09	1	\$0.00
<u>TOTAL Location ID: 6</u>				<u>\$0.00</u>

Location ID: 3
Location Name:
Location Address: HOUSTON, TX, 77019

<u>Type of Service</u>	<u>PON</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ILAN Port 10 Mbps		01/15/09 - 02/14/09	1	\$26.40
VP ILAN Data 1536K Inter		01/15/09 - 02/14/09	1	\$392.80
ILAN Internet Access		01/15/09 - 02/14/09	1	\$60.00
VP ILAN Offnet DS1		01/15/09 - 02/14/09	1	\$218.00
<u>TOTAL Location ID: 3</u>				<u>\$697.20</u>

TOTAL Charges Without Tax For Section E **\$1,548.40**



DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-006
ATTACHMENT F-18 TO EXHIBIT F
BILLING PLAN
FINAL VERSION

Page 6 of 37
January 15, 2009
Account Number: 5678
Invoice Number: 05678

<u>Taxes, Fees, Surcharges</u>	
Federal Universal Service Fund (USF) Surcharge	\$90.52
Equalization Surcharge	\$9.76
Public Utility Regulatory Act Assessment	\$1.69
State Sales Tax	\$100.50
Texas Telecom Infrastructure Fund Reimbursement	\$17.44
Texas Universal Service Fund (TUSF)	\$25.28
District Tax	\$8.37
Local Sales Tax	\$11.20
<u>TOTAL Tax For Section E</u>	<u>\$264.76</u>
<u>TOTAL CHARGES FOR SECTION E</u>	<u>\$1,813.16</u>

I. INTRALATA AND/OR LONG DISTANCE CALLS-SUMMARY

tw telecom is Your Carrier for Intralata and/or Long Distance Calls

Account Summary for Intralata and/or Long Distance Calls

Long Distance Calls - On-net

<u>Rate Period</u>	<u>Total Calls</u>	<u>Total MIN&SEC</u>	<u>Total Amount Without Tax</u>
All Day	82	157:36	\$0.00
<u>TOTAL</u>	<u>82</u>	<u>157:36</u>	<u>\$0.00</u>

Intralata Calls

<u>Rate Period</u>	<u>Total Calls</u>	<u>Total MIN&SEC</u>	<u>Total Amount Without Tax</u>
All Day	52	88:00	\$3.81
<u>TOTAL</u>	<u>52</u>	<u>88:00</u>	<u>\$3.81</u>

Long Distance Calls - Intrastate

<u>Rate Period</u>	<u>Total Calls</u>	<u>Total MIN&SEC</u>	<u>Total Amount Without Tax</u>
All Day	286	447:06	\$19.315
<u>TOTAL</u>	<u>286</u>	<u>447:06</u>	<u>\$19.315</u>

Long Distance Calls - Interstate

<u>Rate Period</u>	<u>Total Calls</u>	<u>Total MIN&SEC</u>	<u>Total Amount Without Tax</u>
All Day	229	499:18	\$14.240
<u>TOTAL</u>	<u>229</u>	<u>499:18</u>	<u>\$14.240</u>

Toll Free Calls - Intralata

<u>Rate Period</u>	<u>Total Calls</u>	<u>Total MIN&SEC</u>	<u>Total Amount Without Tax</u>
All Day	65	109:00	\$4.720
<u>TOTAL</u>	<u>65</u>	<u>109:00</u>	<u>\$4.720</u>

Toll Free Calls - Intrastate

<u>Rate Period</u>	<u>Total Calls</u>	<u>Total MIN&SEC</u>	<u>Total Amount Without Tax</u>
All Day	239	454:54	\$19.640
<u>TOTAL</u>	<u>239</u>	<u>454:54</u>	<u>\$19.640</u>

Toll Free Calls - Interstate

<u>Rate Period</u>	<u>Total Calls</u>	<u>Total MIN&SEC</u>	<u>Total Amount Without Tax</u>
All Day	91	187:00	\$5.327
<u>TOTAL</u>	<u>91</u>	<u>187:00</u>	<u>\$5.327</u>

Page 7 of 37
January 15, 2009
Account Number: 5678
Invoice Number: 05678

Toll Free Calls - Canada

<u>Rate Period</u>	<u>Total Calls</u>	<u>Total MIN&SEC</u>	<u>Total Amount Without Tax</u>
All Day	4	2:12	\$0.162
TOTAL	4	2:12	\$0.162

I. INTRALATA AND/OR LONG DISTANCE CALLS-DETAIL

tw telecom is Your Carrier for Intralata and/or Long Distance Calls

Rate Period Applied- A= All Day, D=Day, E=Evening, N=Night, O=Off Peak, M=Multi Period, P=Peak

Call Types- 1=Direct Dial, 2=Person to Person, 3=Third Number Bill, 4=Collect, *=Bundled Minutes, C=Calling Card, D=Directory Assistance, E=Directory Assistance Call Complete, F=On Net, I=International, L=Long Distance Direct Dialed, M=Mobile, N=National, O=Operator Assistance, P=Payphone Originated (Includes Surcharge), T=Toll free, X=Charges, Z=Credits

Detail for Intralata and/or Long Distance Calls

Location ID: 1

Location Name:

Location Address: AUSTIN, TX, 78701

Account Code: **CHRISTINE GUERRERO**

Long Distance Calls - On-net

<u>Ref. Number</u>	<u>Date</u>	<u>Time</u>	<u>Destination</u>	<u>Number Called</u>	<u>Call Type</u>	<u>Rate Period</u>	<u>MIN&SEC</u>	<u>Amount</u>
1	12/21/2008	5:33 PM	GLENDALE TX	817-000-0504	L	A	0:48	\$0.000
2	12/23/2008	12:25 PM	SANANTONIO TX	210-000-0379	L	A	0:30	\$0.000
Total							1:18	\$0.000

TOTAL Long Distance Calls - On-net

Long Distance Calls - Intrastate

<u>Ref. Number</u>	<u>Date</u>	<u>Time</u>	<u>Destination</u>	<u>Number Called</u>	<u>Call Type</u>	<u>Rate Period</u>	<u>MIN&SEC</u>	<u>Amount</u>
3	12/15/2008	4:54 PM	HOUSTON TX	281-000-0963	L	A	1:36	\$0.069
4	12/15/2008	4:56 PM	HOUSTON TX	713-000-6599	L	A	2:30	\$0.108
5	12/15/2008	6:39 PM	SANANTONIO TX	210-000-8836	L	A	4:54	\$0.211
6	12/17/2008	8:54 AM	HOUSTON TX	713-000-4934	L	A	1:48	\$0.077
7	12/17/2008	8:56 AM	HOUSTON TX	281-000-0963	L	A	1:18	\$0.056
8	12/17/2008	11:23 AM	SANANTONIO TX	210-000-8836	L	A	0:06	\$0.010
9	12/29/2008	1:04 PM	GRANDPRARI TX	214-000-0898	L	A	0:30	\$0.022
10	01/04/2009	3:43 PM	HOUSTON TX	713-000-4934	L	A	4:42	\$0.202
Total							17:24	\$0.755

TOTAL Long Distance Calls - Intrastate

\$0.755

Long Distance Calls - Interstate

<u>Ref. Number</u>	<u>Date</u>	<u>Time</u>	<u>Destination</u>	<u>Number Called</u>	<u>Call Type</u>	<u>Rate Period</u>	<u>MIN&SEC</u>	<u>Amount</u>
11	12/24/2008	9:06 AM	DETROIT MI	313-000-8100	L	A	0:30	\$0.014
12	12/25/2008	2:59 PM	CHICAGO IL	312-000-3156	L	A	4:30	\$0.126
Total							5:00	\$0.140

TOTAL Long Distance Calls - Interstate

\$0.140

TOTAL Account Code: CHRISTINE GUERRERO

\$0.895



DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-006
ATTACHMENT F-18 TO EXHIBIT F
BILLING PLAN
FINAL VERSION

Page 8 of 37
January 15, 2009
Account Number: 5678
Invoice Number: 05678

Account Code: DOUG HAYNIE
Long Distance Calls - On-net

<u>Ref.</u> <u>Number</u>	<u>Date</u>	<u>Time</u>	<u>Destination</u>	<u>Number Called</u>	<u>Call Type</u>	<u>Rate</u> <u>Period</u>	<u>MIN&SEC</u>	<u>Amount</u>
13	12/31/2008	10:15 AM	HOUSTON TX	713-000-5080	L	A	0:36	\$0.00
Total							0:36	\$0.00

TOTAL Long Distance Calls - On-net

TOTAL Account Code: DOUG HAYNIE

TOTAL Location ID: 1 **\$0.895**

Location ID: 3
Location Name:
Location Address: Houston TX, 77019
Number: (800)000-6981

Toll Free Calls - Intralata

<u>Ref.</u> <u>Number</u>	<u>Date</u>	<u>Time</u>	<u>Origination</u>	<u>Originating</u> <u>Number</u>	<u>Call Type</u>	<u>Rate</u> <u>Period</u>	<u>MIN&SEC</u>	<u>Amount</u>
14	12/14/2008	11:31 AM	HOUSTON TX	713-000-2323	T	A	0:12	\$0.010
15	12/14/2008	11:31 AM	HOUSTON TX	713-000-0602	T	A	7:24	\$0.318
16	12/14/2008	11:31 AM	HOUSTON TX	713-000-2323	T	A	7:06	\$0.305
17	12/14/2008	12:30 PM	HUMBLE TX	832-000-8439	T	A	0:18	\$0.013
18	12/15/2008	9:16 PM	DEER PARK TX	281-000-0561	T	A	1:06	\$0.047
19	12/16/2008	10:17 AM	HOUSTON TX	713-000-6000	T	A	2:30	\$0.108
20	12/16/2008	1:37 PM	HOUSTON TX	713-000-1234	T	A	11:18	\$0.486
21	12/17/2008	10:45 AM	GALVESTON TX	409-000-2341	T	A	2:00	\$0.086
22	12/17/2008	11:03 AM	GALVESTON TX	409-000-2341	T	A	1:30	\$0.065
23	12/17/2008	11:33 AM	GALVESTON TX	409-000-2341	T	A	0:30	\$0.022
24	12/17/2008	11:46 AM	HUFFMAN TX	281-000-1200	T	A	2:24	\$0.103
25	12/17/2008	12:05 PM	HOUSTON TX	713-000-2323	T	A	1:06	\$0.047
26	12/21/2008	4:02 PM	HOUSTON TX	713-000-7900	T	A	3:48	\$0.163
27	12/24/2008	3:50 PM	HOUSTON TX	713-000-1841	T	A	4:06	\$0.176
28	12/31/2008	1:42 PM	HOUSTON TX	713-000-1234	T	A	3:36	\$0.155
29	12/31/2008	3:08 PM	HOUSTON TX	713-000-1234	T	A	4:18	\$0.185
30	12/31/2008	3:43 PM	HOUSTON TX	713-000-1234	T	A	3:06	\$0.133
31	01/04/2009	9:07 AM	HOUSTON TX	713-000-4722	T	A	5:18	\$0.228
Total							61:36	\$2.650

TOTAL Toll Free Calls - Intralata **\$2.650**

Due to Repetative usage pages have been removed.

Page 36 of 37
January 15, 2009
Account Number: 5678
Invoice Number: 05678

Long Distance Calls - Interstate

<u>Ref.</u>	<u>Date</u>	<u>Time</u>	<u>Destination</u>	<u>Number Called</u>	<u>Call Type</u>	<u>Rate</u>	<u>MIN&SEC</u>	<u>Amount</u>
<u>Number</u>						<u>Period</u>		
1022	12/22/2008	5:07 PM	SADLBK VLY CA	949-000-0748	L	A	21:00	\$0.588
1023	12/22/2008	5:40 PM	SADLBK VLY CA	949-000-0748	L	A	2:36	\$0.073
1024	12/23/2008	2:42 PM	STATELINE NV	775-000-6074	L	A	9:36	\$0.269
1025	12/23/2008	3:17 PM	STATELINE NV	775-000-6074	L	A	0:36	\$0.017
1026	12/23/2008	3:31 PM	SNFC CNTRL CA	415-000-2314	L	A	1:24	\$0.039
<u>Total</u>							<u>35:12</u>	<u>\$0.986</u>
<u>TOTAL Long Distance Calls - Interstate</u>								<u>\$0.986</u>
<u>TOTAL Account Code: DIANE RICHER</u>								<u>\$1.847</u>

Account Code: PAMELA SAWYERS

Long Distance Calls - On-net

[illegible]

Long Distance Calls - Intrastate

[illegible]

Long Distance Calls - Interstate

[illegible]



Page 37 of 37
January 15, 2009
Account Number: 5678
Invoice Number: 05678

<u>Taxes, Fees, Surcharges</u>	
Federal Universal Service Fund (USF) Surcharge	\$2.26
Equalization Surcharge	\$0.47
Public Utility Regulatory Act Assessment	\$0.08
State Sales Tax	\$4.53
Texas Telecom Infrastructure Fund Reimbursement	\$0.87
Texas Universal Service Fund (TUSF)	\$2.08
District Tax	\$0.01
Local Sales Tax	\$0.51
<u>TOTAL Tax For Section I</u>	<u>\$10.81</u>
<u>TOTAL CHARGES FOR SECTION I</u>	<u>\$78.03</u>

Thank you for choosing tw telecom.

Sample IP VPN Invoice

Sample Invoice for
Telecom Services



NEED ASSISTANCE?

24 Hour Repair/Maintenance
1-800-829-0420

SAMPLE INVOICE

Account Number 2xxxxx

Invoice Number: 013xxxxx

Bill Date: November 15, 2006

Company Name

4216

ATTN:

Address

City, State Zip Code

A BALANCE DUE, PAYMENTS, ADJUSTMENTS, LATE PAYMENT CHARGE

Balance Due From a Previous Statement

\$5,436.97

Payments

(\$5,436.97)

TOTAL Balance Due For Section A

\$0.00

CURRENT MONTH ACCOUNT CHARGES SUMMARY

E Internet & Data

\$5,042.97

F Private Line & Long Distance Access

(\$1,524.69)

G Installation and Other Charges

\$0.00

TOTAL For The Current Month

\$3,518.28

TOTAL Balance Due From Section A

\$0.00

TOTAL Amount Due Please Pay By 12/14/06

\$3,518.28



Please detach and return this remittance portion with your check in the enclosed envelope.

☐

Check box for address change and complete form on reverse

tw telecom |
PO BOX 172567
DENVER, CO 80217-2567

Account Number: 2xxxxx Invoice Number: 013xxxxx

Company Name

Bill Date: November 15, 2006

Due Date: December 14, 2006

Amount Due: \$3,518.28

If payment by Check, please include your Account Number

Page 3 of 5
NOVEMBER 15, 2006
Account Number: 2xxxxx
Invoice Number: 013xxxxx

A. BALANCE DUE, PAYMENTS, ADJUSTMENTS, LATE PAYMENT CHARGE

Balance Due From a Previous Statement	\$5,436.97
Payments	
Thank you Payment Received	(\$5,436.97)
Total Payments	\$5,436.97
Adjustment(s)	
Total Adjustments	\$0.00
TOTAL AMOUNT DUE FOR SECTION A	\$0.00

E. INTERNET & DATA

Location ID: 5
Location Name:
Location Address:

<u>Type of Service</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ONE PORT T1	11/15/06 - 12/14/06	1	\$153.00
IP VPN Intrastate 1.5Mbps	11/15/06 - 12/14/06	1	\$422.00
TOTAL Location ID: 5			\$575.00

Location ID: 6
Location Name:
Location Address:

<u>Type of Service</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ONE PORT T1	11/15/06 - 12/14/06	1	\$153.00
IP VPN Intrastate 1.5Mbps	11/15/06 - 12/14/06	1	\$422.00
TOTAL Location ID: 6			\$575.00

Location ID: 7
Location Name:
Location Address:

<u>Type of Service</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ONE PORT T1	10/19/06 - 11/14/06	2	\$115.30
ONE PORT T1	11/15/06 - 12/14/06	2	\$130.00
IP VPN Intrastate 1.5Mbps	10/19/06 - 11/14/06	1	\$527.76
IP VPN Intrastate 1.5Mbps	11/15/06 - 12/14/06	1	\$595.00
TOTAL Location ID: 7			\$1,368.06

Location ID: 9
Location Name:
Location Address:

<u>Type of Service</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ONE PORT 10 Mbps	11/15/06 - 12/14/06	1	\$300.00
IP VPN Intrastate 6Mbps	11/15/06 - 12/14/06	1	\$745.00
TOTAL Location ID: 9			\$1,045.00

Location ID: 10
Location Name:
Location Address:

<u>Type of Service</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ONE PORT T1	11/15/06 - 12/14/06	1	\$153.00
IP VPN Intrastate 1.5Mbps	11/15/06 - 12/14/06	1	\$422.00
TOTAL Location ID: 10			\$575.00



Page 4 of 5
NOVEMBER 15, 2006
Account Number: 2xxxxx
Invoice Number: 013xxxxx

Location ID: 11
Location Name:
Location Address:

Type of Service
ONE PORT T1
IP VPN Intrastate 1.5Mbps

<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
11/15/06 - 12/14/06	1	\$153.00
11/15/06 - 12/14/06	1	\$422.00
<u>TOTAL Location ID: 11</u>		<u>\$575.00</u>
<u>TOTAL Charges Without Tax For Section E</u>		<u>\$4,713.06</u>
<u>Taxes, Fees, Surcharges</u>		
State Sales Tax		\$329.91
<u>TOTAL Tax For Section E</u>		<u>\$329.91</u>
<u>TOTAL CHARGES FOR SECTION E</u>		<u>\$5,042.97</u>



Page 5 of 5
NOVEMBER 15, 2006
Account Number: 2xxxxx
Invoice Number: 013xxxxx

G. INSTALLATION AND OTHER CHARGES

Location ID: _____

Location Name: _____

Location Address: _____

<u>Type of Service</u>	<u>Charge From & To</u>	<u>Quantity</u>	<u>Amount</u>
ONE PORT T1	10/19/06	2	\$0.00
IP VPN Intrastate 1.5Mbps	10/19/06	1	\$1,000.00
Waiver-IP VPN Intrastate	10/19/06	-1	(\$1,000.00)
<u>TOTAL Location ID: 7</u>			<u>\$0.00</u>
<u>TOTAL Charges Without Tax For Section G</u>			<u>\$0.00</u>

Thank You for choosing tw telecom.